CHUKA   **UNIVERSITY**

UNIVERSITY EXAMINATIONS

EXAMINATION FOR THE AWARD OF CERTIFICATE IN COMPUTER SCIENCE

COSC 00105: IT TECHNICAL SUPPORT AND CUSTOMER

STREAMS: **TIME: 2 HOURS**

DAY/DATE: MONDAY 27/09/2021   **2.30 P.M. – 4.30 P.M.**

INSTRUCTIONS

- **Answer question one and any other two**

Question one

a) Explain the key functions of communication in an organization.   (5 marks)

b) Outline five ways of establishing personal rapport with the customer in a business environment.   (5 marks)

c) Discuss five benefits of modern communication devices to the organization. (10 marks)

d) Networks help managers in an organization to establish contact with other employees. With an aid of a diagram, describe five types of communication networks. (10 marks)

Question two

a) You have been invited to give an oral presentation to a group of clients as an IT technical support officer. Explain how you would carry out an effective presentation. (10 marks)

b) Online communication allows people to pass information over the internet through a network of computer. Discuss the benefits of modern communication devices in an organization.   (10 marks)

Question three

a) You have been invited to give an oral presentation to a group of clients as an IT technical support officer. Explain how you would carry out an effective presentation. (10 marks)

b) Online communication allows people to pass information over the internet through a network of computer. Discuss the benefits of modern communication devices in an organization. (10 marks)

Question four

Communication refers to imparting or exchanging of information by speaking, writing or using some other medium.

a) Briefly explain forms of communication (10 marks)

b) Discuss five barriers to effective communication. (10 marks)

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